

# SIHHBAS201A Matrix Map

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## ELEMENTS AND PERFORMANCE CRITERIA

Element	Performance Criteria	Task / Question Map
<i>Element</i>	<i>Performance Criteria</i>	
<i>Elements describe the essential outcomes of a unit of competency.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.</i>	
1. Gown and protect clients.	1.1. Confirm service to be provided with the client or supervising hairdresser, according to salon procedures.	Select and apply clean gown or wrap and towels: Q2 Client consultation short answer: Q1
	1.2. Select and apply clean gown or wrap and towels to suit the planned service, salon procedures and relevant health regulations.	Select and apply clean gown or wrap and towels: Q1 Q3 Q5 Client consultation short answer: Q3
2. Prepare for pre-service shampoos and treatments.	2.1. Brush or comb through hair and visually examine hair and scalp condition.	Prepare for pre-service shampoos and treatments: Q1 Q2 Q3 Q7 Prepare for shampoo service short answer: Q1 Q3 Q4
	2.2. Note hair condition and length and check for enhancements.	Prepare for pre-service shampoos and treatments: Q1 Q4 Q5 Q11 Prepare for shampoo service short answer: Q3
	2.3. Observe scalp and tactfully seek direction from supervising hairdresser where unusual scalp conditions are present.	Client consultation short answer: Q1 Prepare for pre-service shampoos and treatments: Q3 Q6 Q8 Q9 Q10 Prepare for shampoo service short answer: Q4

	2.4. Select shampoo and treatment products, according to hair and scalp type and condition, product information, and as directed by supervising hairdresser.	Client consultation short answer: Q1 Q3 Perform pre-service Shampoos and Treatments: Q1 Workplace Task: Identify which shampoo/conditioner products to use
3. Perform pre-service shampoos and treatments.	3.1. Position client's neck and head to ensure operator access to the hair, scalp, forehead and nape area, whilst ensuring client comfort and safety.	Perform shampoo service short answer: Q2
	3.2. Adapt water temperature, flow and direction to suit the client's hair and the stage in the service.	Perform pre-service Shampoos and Treatments: Q2 Perform shampoo service short answer: Q2
	3.3. Follow salon procedures to minimise water and product waste and negative environmental impacts throughout the service.	Perform shampoo service short answer: Q1 Remove processed colour products: Q3
	3.4. Ensure massage techniques achieve an even distribution of shampoo over the hair and scalp.	Perform pre-service Shampoos and Treatments: Q3 Q4 Q5 Q7 Perform shampoo service short answer: Q3 Q4 Workplace Task: Perform relaxing scalp massage
	3.5. Rinse thoroughly to leave client's hair free of shampoo and squeeze out excess water.	Perform pre-service Shampoos and Treatments: Q2 Q7
	3.6. Apply, process and remove treatment products as directed by supervising hairdresser and product instructions.	Perform pre-service Shampoos and Treatments: Q7 Workplace Task: Remove remaining colour/bleach from hair and scalp
	3.7. Apply towels to absorb excess water and gently untangle hair from underneath and from ends to roots using a large wide-tooth comb.	Select and apply clean gown or wrap and towels: Q5 Perform shampoo service short answer: Q2
4. Remove processed colour products from hair.	4.1. Position client's neck and head to ensure access to processed product on the hair, scalp, forehead and nape of hairline.	Perform pre-service Shampoos and Treatments: Q6 remove processed colour products short answer: Q1

	4.2. Ensure client comfort and protection throughout product removal and follow salon procedures to minimise water and product waste.	Select and apply clean gown or wrap and towels: Q1 Q3 Q5 Q6 Q7 Perform pre-service Shampoos and Treatments: Q6 Remove processed colour products: Q1 Q2 Q3 remove processed colour products short answer: Q1
	4.3. Apply tepid water and emulsify processed product over the entire hair, scalp, forehead and nape hairline applying massage techniques as directed by supervising hairdresser and product instructions.	Perform pre-service Shampoos and Treatments: Q2 Remove processed colour products: Q2 remove processed colour products short answer: Q1 Workplace Task: Perform relaxing scalp massage
	4.4. Rinse excess product thoroughly from hair and scalp, applying and rinsing off a second shampoo where directed by supervising hairdresser and product instructions.	Remove processed colour products: Q5 remove processed colour products short answer: Q1
	4.5. Apply and remove post-treatment products according to product or supervising hairdresser or product instructions.	remove processed colour products short answer: Q1 Workplace Task: Remove remaining colour/bleach from hair and scalp
	4.6. Gently absorb excess water using a towel and apply salon products and procedures to remove forehead, nape or hairline colour stain when required.	remove processed colour products short answer: Q1
	4.7. Gently detangle hair from underneath and from ends to root using a large wide-tooth comb.	remove processed colour products short answer: Q1
5. Remove processed foils from hair.	5.1. Confirm the order and method of foils removal with supervising hairdresser.	Remove foils short answer: Q1
	5.2. Position client to ensure access to product and foils on the hair, scalp, forehead and nape hairline, ensuring client comfort and protection throughout product removal.	Remove processed foils from hair: Q2 Q3

	<i>5.3. Follow salon procedures to minimise water and product waste.</i>	<i>Workplace Task: measure and apply shampoo and conditioning products to minimise waste</i>
	<i>5.4. Apply tepid water and gently emulsify and rinse coloured hair not placed in foil with minimal disturbance to position of foils, all over hair, scalp, forehead and nape of hairline.</i>	<i>Remove processed foils from hair: Q5</i>
	<i>5.5. Loosen foils, or plastic cap, and gently rinse and remove product in foil using tepid running water and avoiding stretch or damage to the hair.</i>	<i>Remove processed foils from hair: Q5 Remove foils short answer: Q1</i>
	<i>5.6. Apply and remove post-treatment products, according to product or supervising hairdresser or product instructions.</i>	<i>Workplace Task: Apply and remove post-treatment products, according to product or supervising hairdresser or product instructions.</i>
	<i>5.7. Gently absorb excess water using a towel and apply salon products and procedures to remove forehead, nape or hairline colour stain when required.</i>	<i>Workplace Task: Gently absorb excess water using a towel and apply salon products and procedures to remove forehead, nape or hairline colour stain when required</i>
	<i>5.8. Gently detangle hair from underneath and from ends to root using a large wide-toothed comb.</i>	<i>Workplace Task: Gently detangle hair from underneath and from ends to root using a large wide-toothed comb.</i>

## REQUIRED SKILLS

Required Skill	Task / Question Map
communication skills to:	
<i>liaise with other team members</i>	<i>Select and apply clean gown or wrap and towels: Q2 Client consultation short answer: Q1</i>
<i>seek direction and act on verbal advice from supervising hairdressers</i>	<i>Select and apply clean gown or wrap and towels: Q2 Client consultation short answer: Q1</i>
<i>interact with clients throughout the service</i>	<i>Greeting Customers: Q1 Q2 Q3 Select and apply clean gown or wrap and towels: Q2 Client consultation short answer: Q2 Q4 Workplace Task: Provide appropriate communication skills when dealing with customers</i>
technical skills to:	
<i>apply wraps and towels for a range of services</i>	<i>Select and apply clean gown or wrap and towels: Q1 Q3 Q7</i>
<i>perform a range of hair and scalp massage movements</i>	<i>Perform pre-service Shampoos and Treatments: Q3 Workplace Task: Perform relaxing scalp massage</i>
<i>apply salon hygiene and infection-control procedures</i>	<i>Workplace Task: apply salon hygiene and infection-control procedures</i>
<i>apply salon safety procedures at the basin</i>	<i>Workplace Task: Apply and remove post-treatment products, according to product or supervising hairdresser or product instructions.</i>
<i>remove processed colour and bleach products from hair</i>	<i>Workplace Task: remove processed colour and bleach products from hair</i>
<i>remove processed foils from hair</i>	<i>Workplace Task: Safely remove foils from clients hair</i>
literacy skills to:	
<i>interpret product information and manufacturer instructions</i>	<i>Perform pre-service Shampoos and Treatments: Q1 Remove processed colour products: Q6 Workplace Task: Gently absorb excess water using a towel and apply salon products and procedures to remove forehead, nape or hairline colour stain when required</i>
<i>interpret relevant health regulations and associated salon procedures</i>	<i>Remove processed colour products: Q6 Remove processed foils from hair: Q1</i>
numeracy skills to:	

<i>measure and apply shampoo and conditioning products to minimise waste</i>	<i>Workplace Task: measure and apply shampoo and conditioning products to minimise waste</i>
<i>manage service time effectively</i>	<i>Workplace Task: manage service time effectively</i>

## REQUIRED KNOWLEDGE

Required Knowledge	Task / Question Map
<i>relevant health regulations regarding hygiene and infection control at the basin area</i>	<i>Remove processed foils from hair: Q1</i>
<i>salon health and hygiene procedures</i>	<i>Remove processed foils from hair: Q1</i>
<i>the appearance of normal and abnormal hair and scalp conditions</i>	<i>Prepare for pre-service shampoos and treatments: Q3 Q4 Q8 Q9 Q10 Prepare for shampoo service short answer: Q2 Q3 Q4</i>
<i>salon environmental controls relating to:</i>	
<i>waste minimisation</i>	<i>Remove processed colour products: Q3 Workplace Task: measure and apply shampoo and conditioning products to minimise waste</i>
<i>water efficiency</i>	<i>Remove processed colour products: Q3</i>
<i>recycling</i>	<i>Remove processed colour products: Q3</i>
<i>energy efficiency, e.g. gas or electricity saving practices</i>	
<i>salon policies and procedures regarding shampoo services</i>	<i>Perform pre-service Shampoos and Treatments: Q1 Workplace Task: apply salon safety procedures at the basin</i>
<i>salon basin products and treatments range</i>	<i>Workplace Task: Identify which shampoo/conditioner products to use</i>

## CRITICAL ASPECTS

Critical Aspects	Task / Question Map
Assessment must ensure access to:	
<i>a salon or a simulated salon environment that includes a range of work situations such as client interruptions and involvement in other related activities normally expected in the salon</i>	
a fully equipped basin services area which includes as a minimum:	
<i>shampoo basins</i>	
<i>client shampoo chairs</i>	
<i>adjustable water temperature and shampoo spray attachments</i>	
<i>a professional shampoo range</i>	
<i>a professional hair and scalp treatments range</i>	
<i>a plentiful supply of clean towels</i>	
<i>clean client gowns</i>	
documented salon procedures, such as:	
<i>methods for gowning clients for shampoo services</i>	
<i>procedures that ensure client comfort and safety at the basin</i>	
<i>operator comfort and safety</i>	
<i>procedures that respond to state or territory and local government health regulations relevant to providing services at the basin</i>	<i>Remove processed foils from hair: Q1</i>
environmental protection practices, such as:	
<i>waste minimisation</i>	
<i>resource management</i>	
<i>recycling</i>	
<i>energy efficiency, e.g. gas or electricity saving practices</i>	<i>Workplace Task: Manage equipment in an energy efficient manner</i>
<i>water efficiency</i>	
<i>a range of clients with different shampoo services and after shampoo treatments requirements</i>	



<i>product labels and other sources of product information and product safety data.</i>	
<i>For further guidance on the use of an appropriate simulated environment, refer to the Assessment Guidelines in this Training Package.</i>	

## RANGE STATEMENTS

Range Statements	Task / Question Map	
<i>Clients may include:</i>	<i>women</i>	
	<i>men</i>	
	<i>children</i>	
	<i>people from a range of social, cultural or ethnic backgrounds and with a range of physical and mental abilities.</i>	
<i>Supervising hairdresser may include:</i>	<i>qualified hairdresser</i>	
	<i>more experienced apprentice or trainee.</i>	
<i>Salon procedures may include:</i>	<i>methods for gowning clients for shampoo services</i>	
	<i>ensuring client comfort and safety at the basin</i>	
	<i>operator comfort and safety</i>	
	<i>complying with state or territory and local government health regulations relevant to providing services at the basin</i>	<i>Remove processed foils from hair: Q1</i>
	<i>environmental protection practices, such as:</i>	
	<i>waste minimisation</i>	
	<i>resource management</i>	
	<i>recycling</i>	
	<i>energy efficiency, e.g. gas or electricity saving practices</i>	
	<i>water efficiency.</i>	
<i>Towels may include:</i>	<i>washable</i>	
	<i>disposable.</i>	
<i>Relevant health regulations may include:</i>	<i>state or territory health regulations</i>	<i>Remove processed foils from hair: Q1</i>

	<i>local council health regulations.</i>	<i>Remove processed foils from hair: Q1</i>
<i>Condition of hair may include:</i>	<i>dry</i>	
	<i>normal</i>	
	<i>oily</i>	
	<i>coloured or lightened</i>	
	<i>chemically reformed</i>	
	<i>chemically treated.</i>	
<i>Enhancements may include:</i>	<i>hair extensions</i>	
	<i>hair ornaments.</i>	
<i>Unusual scalp conditions may include:</i>	<i>dry, scaly areas</i>	<i>Prepare for pre-service shampoos and treatments: Q8</i>
	<i>oily crust</i>	
	<i>sores and lesions</i>	<i>Prepare for pre-service shampoos and treatments: Q8</i>
	<i>swelling</i>	
	<i>scabs.</i>	
<i>Shampoo and treatment products may include:</i>	<i>shampoo products for:</i>	
	<i>dry hair and scalp</i>	<i>Prepare for shampoo service short answer: Q4</i>
	<i>oily hair and scalp</i>	<i>Prepare for shampoo service short answer: Q4</i>
	<i>chemically treated hair</i>	
	<i>conditioning products for:</i>	
	<i>dry hair and scalp</i>	
	<i>oily hair and scalp</i>	
	<i>chemically damaged hair</i>	
	<i>post-colour service treatments</i>	
	<i>abnormal skin conditions, including:</i>	
	<i>dry and oily dandruff</i>	<i>Prepare for pre-service shampoos and treatments: Q8</i>
	<i>psoriasis</i>	<i>Prepare for pre-service shampoos and treatments: Q8</i>
	<i>seborrhoea.</i>	<i>Prepare for pre-service shampoos and treatments: Q8</i>
<i>Massage techniques may include:</i>	<i>petrissage</i>	<i>Prepare for pre-service shampoos and treatments: Q8</i>
	<i>rotary</i>	

	<i>scrubbing.</i>	
<i>Processed products may include:</i>	<i>tint</i>	
	<i>bleach.</i>	